

**SERVICE AND METHOD FOR REDUCING TROUBLE TICKETS AND MACHINE
RETURNS ASSOCIATED WITH COMPUTER FAILURES**

ABSTRACT

[0038] A data processing system service and method includes enabling the system to perform diagnostic processing in response to identified system problems and enabling the system to generate a trouble ticket containing machine and problem-specific information. The service and method further include forwarding the trouble ticket to an external server which responds with a unique identifier tied logically to the trouble ticket. The service and method of the present invention requires that requested services such as a help desk call or the return of the system for repair or replacement be obtained only upon presentation of the unique identifier. The system may be partitioned into at least two partitions including a diagnostic partition wherein the diagnostic processing is performed. The system boots to the diagnostic partition upon recognition of a system problem, either automatically or by a user.